

# Communications Center

Organization: 280100

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
<b>Revenue</b>					
Miscellaneous	\$975	\$0	\$0	\$0	0%
General Fund	1,046,905	1,163,276	1,247,956	1,222,956	5%
<b>Total</b>	<b>\$1,047,880</b>	<b>\$1,163,276</b>	<b>\$1,247,956</b>	<b>\$1,222,956</b>	<b>5%</b>
<b>Expenses</b>					
Personal Services	\$945,992	\$1,062,397	\$1,113,468	\$1,113,468	5%
Supplies & Operations	101,888	100,879	134,488	109,488	9%
<b>Total</b>	<b>\$1,047,880</b>	<b>\$1,163,276</b>	<b>\$1,247,956</b>	<b>\$1,222,956</b>	<b>5%</b>
<b>Employees</b>					
Permanent	23.70	24.70	25.00	25.00	1%
Hourly	2.30	2.30	2.30	2.30	0%
<b>Total</b>	<b>26.00</b>	<b>27.00</b>	<b>27.30</b>	<b>27.30</b>	<b>1%</b>

Significant Changes:

## **COMMUNICATIONS CENTER**

### **Statement of Purpose**

The Catawba County E 9-1-1 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio/telephone technology to assure that saving lives and property can always be attained.

### **Outcomes**

1. When a HOT call is received by E 9-1-1, the emergency is life-threatening, and the need for prompt medical care is imperative. To ensure citizens receive prompt medical care, the Communications Center will dispatch the appropriate agency within one (1) minute from the time the call is received in 90% of HOT call situations. This procedure will be implemented by September 30, 2004. Reports will be provided on a quarterly basis showing progress of this outcome.
2. Between the hours of 10:00 a.m. and 8:00 p.m., Monday through Friday, it is shown to be the peak hours for the number of E 9-1-1 calls received with the heaviest peak times being from 2:00 p.m. to 6:00 p.m. During 70% of these heavier peak hours, there will be additional personnel (either part-time or full-time with shifted hours) working to decrease the time in which a phone line is answered and to decrease the amount of time to respond to our internal customers on the radio. This will be implemented by December 31, 2004. Call transactions will be monitored to evaluate efficiency and effectiveness of this new procedure. Reports will be provided on a quarterly basis showing the status of this outcome and to help establish benchmarks for future efficiency planning.
3. To educate citizens about the Emergency Medical Dispatch (EMD) program and in understanding of what happens when placing a 9-1-1 call, several educational programs will be implemented:
  - a. During the four Commissioners' meetings that will be located at various locations around the County, there will be pamphlets and a slide show presentation set up to provide education to citizens on the EMD program and what happens when you call 9-1-1. Completed by December 31, 2004.
  - b. Information will be provided to the County's Public Information Officer on the EMD program for placement on the Government Channel. This will need to run at various times for a minimum of 6 months. Completed by December 31, 2004.

- c. Explore other opportunities to provide education to the citizens about E 9-1-1, such as participating in EMS week, Public Safety Education week, etc.
- 4. The Communications Center provides services both to the citizens of Catawba County as our External Customers and the public safety agencies of Catawba County as our Internal Customers. To measure the quality of service provided, a customer service survey for our Internal Customers was implemented during Fiscal Year 2003/04. The current customer services satisfaction rate is 90.8%.
  - a. To provide a measurement of the quality of service to the External Customers, there will be a web-based survey available for citizens to complete after utilizing our services. There will be random phone call surveys conducted on a monthly basis of approximately five (5) callers to reach those individuals who may not have access to the web-based survey. This will be completed by October 31, 2004. The results of this survey will be used to improve the survey, evaluate for training needs, and compile data for benchmarking purposes. A final survey with benchmarks will be in place by December 31, 2004.
  - b. To improve the quality of services provided to our Internal Customers, the measurement percentage will be increased to 94%. This will be completed during Fiscal Year 2004/05.
- 5. The Radio Frequency (RF) coverage within Catawba County was reviewed during 2003. A subcommittee was established, and upon their recommendations, the construction and build-out of two sites were approved:
  - a. Construct and build-out sites that were recommended by the subcommittee to increase the RF coverage for Catawba County Public Safety agencies. This should be completed by September 31, 2004.
  - b. Document costs for further expansion of 4 TX (transmit) sites and 7 RX (receiver sites) for the VHF RF system, and make appropriate recommendations as to the cost and a phased in approach by November 15, 2004 for budgeting purposes.